



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE PATENT APPLICATION OF:

Stuart, et al.

Grp. Art. Unit: 2756

FAX RECEIVED

DEC 16 1999

Application No: 09/366,114

Examiner:

Group 2700

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Date: December 8, 1999

SYSTEM AND METHOD FOR PROVIDING
A SERVICE TO A CUSTOMER VIA A
COMMUNICATION LINK

Atty. Dkt. No: Stuart ISAM

INFORMATION DISCLOSURE STATEMENT

In accordance with the duty of disclosure set forth in 37 CFR 1.56, applicant requests consideration of the following patent in relation to the above listed patent application. Please add the following references, as listed on the attached PTO form. Copies of these references are attached.

<u>US Patent No.</u>	<u>Inventor</u>	<u>Issue Date</u>
5,438,570	Karras, et al.	8/1/95
5,590,171	Howe, et al.	12/31/96
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5,757,904	Anderson	5/26/98
5,787,164	Haines, et al.	7/28/98
5,790,635	Dezonno	8/4/98
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5,818,907	Maloney, et al.	10/6/98
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5,854,825	Mukaihara, et al.	12/29/98
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5,878,113	Bhusri	3/2/99
5,881,132	O'Brien, et al.	3/9/99
5,946,375	Pattison, et al.	8/31/99

Respectfully Submitted,

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I certify that this paper or fee was mailed with sufficient postage via first class mail on the 8th day of December, 1999 to the Assistant Commissioner for
Patent, Washington, D.C. 20231; Name Printed : D. L. Outcalt; Signature

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